IT Service Management with System Center Service Manager

Varighed: 5 Days          Kursus Kode: M10965

Beskrivelse:

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager. Using hands-on labs, students will learn the following:

Where Service Manager sits within the System Center 2016 product.
What business and technical needs Service Manager is designed to meet.
How Service Manager aligns itself to ITIL and MOF.
How to architect and implement a System Center 2016 Service Manager deployment.
How to upgrade an existing Service Manager 2012 R2 environment to System Center 2016.
How to customize System Center 2016 Service Manager to be in line with corporate standards.
How to configure Incident and Problem Management.
How to configure Activity, Change and Release Management.
How to configure Service Requests.
How to configure Service Level Management.
How to customize the Self-Service Portal.
How to configure Reporting and Analysis.
How to troubleshoot Service Manager and perform disaster recovery.
How to create customized Service Manager forms.

Målgruppe:

This course is intended for cloud and datacenter administrators who are new to System Center 2016 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for Cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2016 Service Manager.

Agenda:

- After completing this course, students will be able to:
- Describe Service Manager 2016.
- Upgrade to Service Manager 2016.
- Install Service Manager 2016.
- Describe Service Manager usage cases.
- Configure base settings in Service Manager 2016.
- Configure Incident and Problem Management.
- Configure Activity, Change, and Release Management.
- Configure and Manage Service Requests.
- Automate business processes with Service Manager and Orchestrator.
- Configure Service Level Management.
- Customize the Self-Service Portal.
- Use Reports and Analyze Data in Service Manager.
- Perform advanced troubleshooting and disaster recovery in Service Manager.
- Customize Service Manager Forms.

Forudsætninger:

- An understanding of the IT management processes that are included with ITIL and MOF.
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Managing Workflows.
Managing Templates.
Security and User Roles. Lab: Configuring Service Manager for StockTrader and DinnerNow.
Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.
Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.
Understand Management Packs.
Describe the Service Manager CMDB.
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In this module, you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize System Center 2016 Service Manager Initial Configuration.
Configuring Business Services.
Configuring Access for your Support Teams.
Configuring Notifications. Lab: Configuring Service Manager For Your Environment.
Configuring Service Manager Settings.
Configuring Business Services.
Provisioning access for the DinnerNow and StockTrader support teams.
Configuring Notifications.
Perform initial configuration tasks in Service Manager.
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In this module, you will learn how to populate the Service Manager CMDB. For example, the Operations Manager CI Co.
Integrating Service Manager with Active Directory and other System Center Components.
Integrating Service Manager with Exchange. Lab: Configuring Connectors in Service Manager.
Configure System Center Connectors.
Configure the Exchange Connector. After completing this module, students will be able to:
Configure the Active Directory and System Center Connectors in Service Manager.
In this module, you will learn how to differentiate an issue that occurs in the IT environment between an incident.
The Definition of an Incident and a Problem.
Managing Incidents.
Managing Problems.
Using Incident Templates.

Managing Problems.

Manage Release Records in Service Manager. In this module, you will learn how to identify and categorize an issue that occurs in the IT environment by using Incident Templates. This includes:

- Create an Incident using the Service Manager console.
- Using Incident Templates.
- Configuring an Incident Event Workflow to automatically update an Incident.
- Group Incidents and create a Problem Record.
- Creating Queues and Views to Filter Incidents.
- Describe the definition of an Incident and a Problem.

- Manage incidents.
- Manage problems.

- Use queues and views with incidents and problems. Module 7: Managing Changes and Releases. In this module, you will learn how Service Manager manages changes in the IT environment by using Change Requests. This includes:

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  - The Service Catalog, Request Offerings and Service Offerings.
  - Managing Service Requests and Catalog Groups.
  - The Self-Service Portal. Lab: Configuring Service Requests
  - Create the Contoso Request Offering.
  - Test the Contoso Request Offering.
  - Create the StockTrader Request Offering.
  - Test the StockTrader Request Offering.
  - Describe the Service Catalog, Request Offerings and Service Offerings.
  - Manage Service Requests and Catalog Groups.
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  - Overview of Orchestrator.
  - Configuring Runbooks in Orchestrator.
  - Configuring Integration between Orchestrator and Service Manager.
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- Managing Incidents.
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- Using Queues and Views with Incidents and Problems. Lab: Configuring Incident and Problem Management
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Orchestrator Lab : Automating IT Processes in Service Manager
- Automating a Request Offering for Contoso.
- Automating a Service Request for StockTrader.
- Describe Orchestrator including its key features and components.
- Configure Runbooks in Orchestrator.
- Configure integration between Orchestrator and Service Manager.

Create a Request Offering in Service Manager that initiates a Runbook in Service Manager.

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- Create a Service Level Objective for an Incident SLA.

- Create a Service Level Objective for a Service Request SLA.
- Configure SLA Notifications.
- Configure Service Level Management.
- View SLA information in Service Manager.
- Module 11: Using Reports and Analyzing Data in Service Manager
- In this module, you will learn how to run reports in Service Manager, including how to manage and maintain the data warehouse.
- Running Reports in System Center 2016 Service Manager.
- Configuring and Running Data Warehouse Jobs.
- Troubleshooting Failed Data Warehouse Jobs.
- Data Warehouse Cubes.
- Lab : Configuring Reports and Analyzing Service Manager Data
- Configuring, Running, and Exporting Reports.
- Creating a Custom Report.
- Configuring Data Warehouse Job Schedules.
- Viewing the Status of Data Warehouse Jobs.

Managing the Analysis Library.
- Analyzing Cube Data.
- Describe how to run reports in Service Manager.
- Describe how to configure and run data warehouse jobs.
- Describe how to troubleshoot data warehouse jobs.
- Describe the data warehouse cubes in Service Manager.
- Module 12: Advanced Troubleshooting and Disaster Recovery
- In this module, you will learn some of the advanced troubleshooting techniques used to resolve problems in Service Manager.
- Performing Advanced Troubleshooting in Service Manager.
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Recovery in Service Manager
Recovering from a failed Service Manager Management Server.
Recovering from a failed Service Manager Data Warehouse Management Server.
Recovering from a failed Service Manager database.
Perform advanced troubleshooting in Service Manager.
Perform disaster recovery in Service Manager.
Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool. In this module, you will learn how to use the Service Manager Authoring Tool.
Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
Creating New and Customized Forms by Using the Service Manager Authoring Tool.
Lab: Creating Customized Forms by Using the Authoring Tool
Extending the Incident Class.
Customizing the Default Incident Form.
Seal the Management Pack.
Import the Management Pack and use the updated Incident form.
Describe the key concepts in creating customized forms in Service Manager.
Create a customized form using the Authoring Tool.

After completing this module, students will be able to:

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- Hardware, Software and Security Requirements.
- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
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Templates and Configuration Items for 2016 Service Manager.

Describe System Center 2016 Service Manager architecture and core components.

Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.

Plan and size a System Center 2016 deployment.

Install System Center 2016 Service Manager.

Install and configure the Service Manager Self-Service Portal.

Use the Service Manager Console to confirm a successful deployment.

Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager.

Module 3: Key Concepts and Features

In this module, you will learn many of the key features and concepts that will help you understand how to configure

Overview of Management Packs.

Overview of the Service Manager CMDB.

Managing Activities.

Managing Workflows.

Managing Templates.

Security and User Roles. Lab: Configuring Service Manager for StockTrader and DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.

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Manage Workflows.

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Manage Security and User Roles. Module 4: Configuring Service Manager for Your Environment

In this module, you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize:

System Center 2016 Service Manager Initial Configuration.

Configuring Business Services.

Configuring Access for your Support Teams.

Configuring Notifications. Lab: Configuring Service Manager For Your Environment.

Configuring Service Manager Settings.

Configuring Business Services.

Providing access for the DinnerNow and StockTrader support teams.

Configuring Notifications.

Perform initial configuration tasks in Service Manager.

Installing and Configuring the Service Manager Self-Service Portal.

Overview of the Service Manager Console.

Upgrading to System Center 2016 Service Manager. Lab: Installing System Center 2016 Service Manager.

Installing the Service Manager Management Group.

Installing the Data Warehouse Management Group and register the Service Manager Management Group within the Service Manager Self-Service Portal and confirming a successful installation.

Customizing the Self-Service Portal. Lab: Upgrading to System Center 2016 Service Manager.

Backing up the Service Manager 2012 R2 environment.

Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager.

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Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.

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Installing the Data Warehouse Management Group and register the Service Manager Management Group within the Service Manager Self-Service Portal and confirming a successful installation.

Customizing the Self-Service Portal. Lab: Upgrading to System Center 2016 Service Manager.

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Describe System Center 2016 Service Manager architecture and core components.

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Plan and size a System Center 2016 deployment.

Install System Center 2016 Service Manager.

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Use the Service Manager Console to confirm a successful deployment.
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- Configure Business Services.
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- Integrating Service Manager with Active Directory and other System Center Components.
- Integrating Service Manager with Exchange. Lab: Configuring Connectors in Service Manager.
- Configure System Center Connectors.

*Configure the Exchange Connector.* After completing this module, students will be able to:
- Configure the Active Directory and System Center Connectors in Service Manager.
- Install and configure the Exchange Connector in Service Manager. Module 6: Managing Incidents and Problems. In this module, you will learn how to differentiate an issue that occurs in the IT environment between an incident.
- The Definition of an Incident and a Problem.
- Managing Incidents.
- Managing Problems.
- Using Queues and Views with Incidents and Problems. Lab: Configuring Incident and Problem Management.
- Create an Incident using the Service Manager console.
- Using Incident Templates.
- Configuring an Incident Event Workflow to automatically update an Incident.
- Group Incidents and create a Problem Record.
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- Create a Release Record to manage changes.
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- Manage Change Requests in Service Manager.
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■ Describe the Service Catalog, Request Offerings and Service Offerings.
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■ Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator. Lab : Automating IT Processes in Service Manager
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■ Configure Service Level Management.
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■ Running Reports in System Center 2016 Service Manager.
■ Configuring and Running Data Warehouse Jobs.

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■ Managing Change Requests.
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Data Warehouse Cubes. Lab: Configuring Reports and Analyzing Service Manager Data
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Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
Creating New and Customized Forms by Using the Service Manager Authoring Tool. Lab: Creating Customized Forms by Using the Authoring Tool.
Extending the Incident Class.
Customizing the Default Incident Form.
Seal the Management Pack.
Import the Management Pack and use the updated Incident form.
Describe the key concepts in creating customized forms in Service Manager.
Create a customized form using the Authoring Tool.

After completing this module, students will be able to:

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- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
- Upgrading to System Center 2016 Service Manager. Lab: Installing System Center 2016 Service Manager.
- Installing the Service Manager Management Group.
- Installing the Data Warehouse Management Group and register the Service Manager Management Group with Service Manager. Lab: Upgrading to System Center 2016 Service Manager.
- Backing up the Service Manager 2012 R2 environment.
- Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.
- Describe System Center 2016 Service Manager architecture and core components.
- Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.
- Plan and size a System Center 2016 deployment.
- Install System Center 2016 Service Manager.
- Install and configure the Service Manager Self-Service Portal.
- Use the Service Manager Console to confirm a successful deployment.
- Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager. Module 3: Key Concepts and Features. In this module, you will learn many of the key features and concepts that will help you understand how to configure:
  - Overview of Management Packs.
  - Overview of the Service Manager CMDB.
  - Managing Activities.
  - Managing Workflows.
  - Managing Templates.
  - Security and User Roles. Lab: Configuring Service Manager for StockTrader and Service Manager Authoring Tool.
- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
- Creating New and Customized Forms by Using the Service Manager Authoring Tool. Lab: Creating Customized Forms by Using the Authoring Tool.
- Extending the Incident Class.
- Customizing the Default Incident Form.
- Seal the Management Pack.
- Import the Management Pack and use the updated Incident form.
- Describe the key concepts in creating customized forms in Service Manager.
- Create a customized form using the Authoring Tool.

After completing this module, students will be able to:

- Describe the business drivers behind IT Service Management.
- Describe, at a high-level, System Center 2016.
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- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
- Upgrading to System Center 2016 Service Manager. Lab: Installing System Center 2016 Service Manager.
- Installing the Service Manager Management Group.
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- Backing up the Service Manager 2012 R2 environment.
- Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.
- Describe System Center 2016 Service Manager architecture and core components.
- Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.
- Plan and size a System Center 2016 deployment.
- Install System Center 2016 Service Manager.
- Install and configure the Service Manager Self-Service Portal.
- Use the Service Manager Console to confirm a successful deployment.
Managing Activities.
- Describe the Service Manager CMDB.
- Manage Activities.
- Manage Workflows.
- Manage Templates.
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Module 3: Key Concepts and Features
- Overview of Management Packs.
- Overview of the Service Manager CMDB.
- Manage Templates.
- Manage Workflows.
- Describe the Service Manager CMDB.
- Configure Business Services.
- Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.
- Plan and size a System Center 2016 deployment.
- Install System Center 2016 Service Manager.
- Install and configure the Service Manager Self-Service Portal.
- Use the Service Manager Console to confirm a successful deployment.
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- In this module, you will learn many of the key features and concepts that will help you understand how to configure
- System Center 2016 Service Manager Initial Configuration.
- Configuring Business Services.
- Configuring Access for your Support Teams.
- Configuring Notifications. Lab: Configuring Service Manager For Your Environment
- Configuring Service Manager Settings.
- Configuring Business Services.
- Provisioning access for the DinnerNow and StockTrader support teams.
- Configuring Notifications.
- Perform initial configuration tasks in Service Manager.
- Configure Business Services.
- Configure Access for your support teams.
- Configure Notifications. Module 5: Populating the Service Manager CMDB using Connectors
- in Service Manager provide a key function in populating the Service Manager CMDB. For example, the Operations Manager CI Co
- Integrating Service Manager with Active Directory and other System Center Components.
- Integrating Service Manager with Exchange. Lab: Configuring Connectors in Service Manager
- Configure System Center Connectors.
- Configure the Exchange Connector. After completing this module, students will be able to:
  - Configure the Active Directory and System Center Connectors in Service Manager.
  - Install and configure the Exchange Connector in Service Manager. Module 6: Managing Incidents and Problems
- In this module, you will learn how to differentiate an issue that occurs in the IT environment between an incident
  - The Definition of an Incident and a Problem.
  - Managing Incidents.
  - Managing Problems.
  - Using Queues and Views with Incidents and Problems. Lab: Configuring Incident and Problem Management
  - Create an Incident using the Service Manager console.
  - Using Incident Templates.
- Configuring an Incident Event Workflow to automatically update an Incident.
- Group Incidents and create a Problem Record.
- Creating Queues and Views to Filter Incidents.
- Describe the definition of an Incident and a Problem.
- Manage incidents.
- Manage problems.
- Use queues and views with incidents and problems. Module 7: Managing Changes and Releases in this module, you will learn how Service Manager manages changes in the IT environment by using Change Requests. This includes:
  - Managing Change Requests.
  - Managing Release Records. Lab: Configuring Change and Release Management
  - Create a Change Request with Review and Dependent Activities.
  - Create a Release Record to manage changes.
  - Configuring a Release Record Workflow Rule for Notification.
  - Managing Change Requests in Service Manager.
  - Managing Release Records in Service Manager. Module 8: Configuring and Managing the Service Catalog login this module, you will learn all aspects of Service Request fulfillment within Service Manager with the exception of Service Request fulfillment within Service Manager.
  - The Service Catalog, Request Offerings and Service Offerings.
  - Managing Service Requests and Catalog Groups.
  - The Self-Service Portal. Lab: Configuring Service Requests
  - Create the Contoso Request Offering.
  - Test the Contoso Request Offering.
  - Create the StockTrader Request Offering.
  - Test the StockTrader Request Offering.
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    - Overview of Orchestrator.
    - Configuring Runbooks in Orchestrator.
    - Configuring Integration between Orchestrator and Service Manager.
    - Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator. Lab: Automating IT Processes in Service Manager
    - Automating a Request Offering for Contoso.
    - Automating a Service Request for StockTrader.
    - Describe Orchestrator including its key components.
  - Co-Integrating Service Manager with Active Directory and other System Center Components.
  - Integrating Service Manager with Exchange. Lab: Configuring Connectors in Service Manager
  - Configure System Center Connectors.
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    - Create the StockTrader Request Offering.
    - Test the StockTrader Request Offering.
    - Describe the Service Catalog, Request Offerings and Service Offerings.
    - Manage Service Requests and Catalog Groups.
    - Use the Self-Service Portal. Module 9:
features and components.

- Configure Runbooks in Orchestrator.
- Configure integration between Orchestrator and Service Manager.
- Create a Request Offering in Service Manager that initiates a Runbook in Service Manager.

Module 10: Configuring Service Level Management

In this module, you will learn how Service Level Management is implemented in Service Manager.

- Configuring Service Level Management.
- Viewing Service Level Agreement (SLA) Information in Service Manager.
- Configuring Service Level Management.
- Create a Service Level Objective for an Incident SLA.

Module 11: Using Reports and Analyzing Service Manager

- Create a Service Level Objective for a Service Request SLA.
- Configure SLA Notifications.
- View SLA information in Service Manager.

Module 11: Using Reports and Analyzing Data in Service Manager

In this module, you will learn how to run reports in Service Manager, including how to manage and maintain the data warehouse.

- Running Reports in System Center 2016 Service Manager.
- Configuring and Running Data Warehouse Jobs.
- Troubleshooting Failed Data Warehouse Jobs.
- Data Warehouse Cubes. Lab: Configuring Reports and Analyzing Service Manager Data
- Configuring, Running, and Exporting Reports.
- Creating a Custom Report.
- Configuring Data Warehouse Job Schedules.
- Viewing the Status of Data Warehouse Jobs.
- Managing the Analysis Library.
- Analyzing Cube Data.
- Describe how to run reports in Service Manager.
- Describe how to configure and run data warehouse jobs.
- Describe how to troubleshoot data warehouse jobs.
- Describe the data warehouse cubes in Service Manager.

Module 12: Advanced Troubleshooting and Disaster Recovery

In this module, you will learn some of the advanced troubleshooting techniques used to resolve problems in Service Manager.

- Performing Advanced Troubleshooting in Service Manager.
- Performing Disaster Recovery in Service Manager.
- Lab: Performing Disaster Recovery in Service Manager.
- Recovering from a failed Service Manager Management Server.
- Recovering from a failed Service Manager Data Warehouse Management Server.
- Recovering from a failed Service Manager.

Module 13: Configuring Service Manager with Orchestrator

- Managing Service Requests and Catalog Groups.
- The Self-Service Portal. Lab: Configuring Service Requests.
- Create the Contoso Request Offering.
- Test the Contoso Request Offering.
- Create the StockTrader Request Offering.
- Test the StockTrader Request Offering.
- Describe the Service Catalog, Request Offerings and Service Offerings.
- Manage Service Requests and Catalog Groups.
- Use the Self-Service Portal.

Module 9: Automating Business Processes with Orchestrator and Service Manager

- Create a Request Offering for Data Warehouse Cubes. Lab: Configuring, Running and Exporting Data Warehouse Cubes.
- Configure integration between Orchestrator and Service Manager.
- Create a Request Offering in Service Manager that initiates a Runbook in Service Manager.
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator. Lab: Automating IT Processes in Service Manager.
- Automating a Request Offering for Contoso.
- Automating a Service Request for StockTrader.
- Describe Orchestrator including its key features and components.
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- Perform advanced troubleshooting in Service Manager.
- Perform disaster recovery in Service Manager.
- Module 13: Creating Forms and Items in Service Manager

Using the Service Manager Authoring Tool
In this final module, you will learn some of the key concepts in creating customized forms in Service Manager.
- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
- Creating New and Customized Forms by Using the Service Manager Authoring Tool.
- Lab: Creating Customized Forms by Using the Authoring Tool
- Extending the Incident Class.
- Customizing the Default Incident Form.
- Seal the Management Pack.
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- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
- Upgrading to System Center 2016 Service Manager.
- Lab: Installing System Center 2016 Service Manager
- Installing the Service Manager Management Group.
- Installing the Data Warehouse Management Group and register the Service Manager Management Group.
- Installing the Service Manager Self-Service Portal and confirming a successful installation.
- Customizing the Self-Service Portal.
- Lab: Upgrading to System Center 2016 Service Manager

- Describe how to troubleshoot data warehouse jobs.
- Describe the data warehouse cubes in Service Manager.
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- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
Back up the Service Manager 2012 R2 environment.

Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.

Describe System Center 2016 Service Manager architecture and core components.

Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.

Plan and size a System Center 2016 deployment.

Install System Center 2016 Service Manager.

Install and configure the Service Manager Self-Service Portal.

Use the Service Manager Console to confirm a successful deployment.

Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager.

Module 3: Key Concepts and Features
In this module, you will learn many of the key features and concepts that will help you understand how to configure the Service Manager.

Overview of Management Packs.

Overview of the Service Manager CMDB.

Managing Activities.

Managing Workflows.

Managing Templates.

Security and User Roles.
Lab: Configuring Service Manager for StockTrader and DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.

Understand Management Packs.

Describe the Service Manager CMDB.

Manage Activities.

Manage Workflows.

Manage Templates.

Manage Security and User Roles.
Module 4: Configuring Service Manager for Your Environment
In this module, you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize it.

System Center 2016 Service Manager Initial Configuration.

Configuring Business Services.

Configuring Access for your Support Teams.

Configuring Notifications.
Lab: Configuring Service Manager For Your Environment.

Configuring Service Manager Settings.

Configuring Business Services.

Provisioning access for the DinnerNow and StockTrader support teams.

Configuring Notifications.

Perform initial configuration tasks in Service Manager.

Configure Business Services.

Configure Access for your support teams.

Configure Notifications.
Module 5: Populating the Service Manager CMDB using Connectors.

Connectors.

Configure in Service Manager.

Describe, at a high level, System Center 2016 Service Manager.

Describe how Service Manager adopts best practices found in ITIL and MOF.

Module 2: Installing System Center 2016 Service Manager
In this module, you will learn about the key components and architecture of Service Manager.

System Center 2016 Service Manager Architecture and Core Components.

Hardware, Software and Security Requirements.

Planning and Sizing a System Center 2016 Service Manager Deployment.

Installing System Center 2016 Service Manager.

Installing and Configuring the Service Manager Self-Service Portal.

Overview of the Service Manager Console.

Upgrading to System Center 2016 Service Manager.

Lab: Installing System Center 2016 Service Manager.

Installing the Service Manager Management Group.

Installing the Data Warehouse Management Group and register the Service Manager Management Group with the Service Manager Self-Service Portal.

Installing the Service Manager Self-Service Portal and confirming a successful installation.

Customizing the Self-Service Portal.
Lab: Upgrading to System Center 2016 Service Manager.

Back up the Service Manager 2012 R2 environment.

Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.

Describe System Center 2016 Service Manager architecture and core components.

Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.

Plan and size a System Center 2016 deployment.

Install System Center 2016 Service Manager.

Install and configure the Service Manager Self-Service Portal.

Use the Service Manager Console to confirm a successful deployment.

Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager.

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Overview of Management Packs.

Overview of the Service Manager CMDB.

Managing Activities.

Managing Workflows.

Managing Templates.

Security and User Roles.
Lab: Configuring Service Manager for StockTrader and DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.

Understand Management Packs.

Describe the Service Manager CMDB.

Manage Activities.

Manage Workflows.

Manage Templates.

Security and User Roles.
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Configuring Business Services.

Configuring Access for your Support Teams.

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Lab: Configuring Service Manager For Your Environment.

Configuring Service Manager Settings.

Configuring Business Services.

Provisioning access for the DinnerNow and StockTrader support teams.

Configuring Notifications.

Perform initial configuration tasks in Service Manager.

Configure Business Services.

Configure Access for your support teams.

Configure Notifications.
Module 5: Populating the Service Manager CMDB using Connectors.

Connectors.

Configure in Service Manager.

Describe, at a high level, System Center 2016 Service Manager.

Describe how Service Manager adopts best practices found in ITIL and MOF.

Module 2: Installing System Center 2016 Service Manager
In this module, you will learn about the key components and architecture of Service Manager.

System Center 2016 Service Manager Architecture and Core Components.

Hardware, Software and Security Requirements.

Planning and Sizing a System Center 2016 Service Manager Deployment.

Installing System Center 2016 Service Manager.

Installing and Configuring the Service Manager Self-Service Portal.

Overview of the Service Manager Console.

Upgrading to System Center 2016 Service Manager.

Lab: Installing System Center 2016 Service Manager.

Installing the Service Manager Management Group.

Installing the Data Warehouse Management Group and register the Service Manager Management Group with the Service Manager Self-Service Portal.

Installing the Service Manager Self-Service Portal and confirming a successful installation.

Customizing the Self-Service Portal.
Lab: Upgrading to System Center 2016 Service Manager.

Back up the Service Manager 2012 R2 environment.

Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.

Describe System Center 2016 Service Manager architecture and core components.

Describe the Hardware, Software and Security requirements of System Center 2016 Service Manager.

Plan and size a System Center 2016 deployment.

Install System Center 2016 Service Manager.

Install and configure the Service Manager Self-Service Portal.

Use the Service Manager Console to confirm a successful deployment.

Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager.

Module 3: Key Concepts and Features
In this module, you will learn many of the key features and concepts that will help you understand how to configure it.

Overview of Management Packs.

Overview of the Service Manager CMDB.

Managing Activities.

Managing Workflows.

Managing Templates.

Security and User Roles.
Lab: Configuring Service Manager for StockTrader and DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.

Understand Management Packs.

Describe the Service Manager CMDB.

Manage Activities.

Manage Workflows.

Manage Templates.

Security and User Roles.
Module 4: Configuring Service Manager for Your Environment
In this module, you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize it.

System Center 2016 Service Manager Initial Configuration.

Configuring Business Services.

Configuring Access for your Support Teams.

Configuring Notifications.
Lab: Configuring Service Manager For Your Environment.

Configuring Service Manager Settings.

Configuring Business Services.

Provisioning access for the DinnerNow and StockTrader support teams.

Configuring Notifications.

Perform initial configuration tasks in Service Manager.

Configure Business Services.

Configure Access for your support teams.

Configure Notifications.
Module 5: Populating the Service Manager CMDB using Connectors.

Connectors.

Configure in Service Manager.
provide a key function in populating the Service Manager CMDB. For example, the Operations Manager CI Co

Integrating Service Manager with Active Directory and other System Center Components.

Integrating Service Manager with Exchange. Lab: Configuring Connectors in Service Manager

Configure System Center Connectors.

Configure the Exchange Connector. After completing this module, students will be able to:

Configure the Active Directory and System Center Connectors in Service Manager.

Install and configure the Exchange Connector in Service Manager. Module 6: Managing Incidents and Problems. In this module, you will learn how to differentiate an issue that occurs in the IT environment between an incident

The Definition of an Incident and a Problem.

Managing Incidents.

Managing Problems.

Using Queues and Views with Incidents and Problems. Lab: Configuring Incident and Problem Management

Create an Incident using the Service Manager console.

Using Incident Templates.

Configuring an Incident Event Workflow to automatically update an Incident.

Group Incidents and create a Problem Record.

Creating Queues and Views to Filter Incidents.

Describe the definition of an Incident and a Problem.

Manage incidents.

Manage problems.

Use queues and views with incidents and problems. Module 7: Managing Changes and Releases. In this module, you will learn how Service Manager manages changes in the IT environment by using Change Requests. This includes:

Managing Change Requests.

Managing Release Records Lab: Configuring Change and Release Management

Create a Change Request with Review and Dependent Activities.

Create a Release Record to manage changes.

Configuring a Release Record Workflow Rule for Notification.

Manage Change Requests in Service Manager.

Manage Release Records in Service Manager. Module 8: Configuring and Managing the Service Catalog. In this module, you will learn all aspects of Service Request fulfillment within Service Manager with the exception of Servi

The Service Catalog, Request Offerings and Service Offerings.

StockTrader and DinnerNow

Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.

Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.

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Managing Service Requests and Catalog Groups.

The Self-Service Portal. Lab: Configuring Service Requests

Create the Contoso Request Offering.
Test the Contoso Request Offering.
Create the StockTrader Request Offering.
Test the StockTrader Request Offering.
Describe the Service Catalog, Request Offerings and Service Offerings.
Manage Service Requests and Catalog Groups.

Use the Self-Service Portal. Module 9: Automating Business Processes with Orchestrator. In this module, you will learn how Orchestrator and Service Manager can be used to automate business processes. Lessons

Overview of Orchestrator.

Configuring Runbooks in Orchestrator.

Configuring Integration between Orchestrator and Service Manager.

Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator. Lab: Automating IT Processes in Service Manager

Automating a Request Offering for Contoso.
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Configuring Service Level Management.

Viewing Service Level Agreement (SLA) Information in Service Manager. Lab: Configuring Service Level Management.

Create a Service Level Objective for an Incident SLA.
Create a Service Level Objective for a Service Request SLA.

Configure SLA Notifications.

Configure Service Level Management.

View SLA Information in Service Manager. Module 11: Using Reports and Analyzing Data in Service Manager. In this module, you will learn how to run reports in Service Manager, including how to manage and maintain the data warehouse.

Running Reports in System Center 2016 Service Manager.

Configuring and Running Data Warehouse Jobs.

Troubleshooting Failed Data Warehouse Jobs.

Data Warehouse Cubes. Lab: Configuring Reports and Analyzing Service Manager Data.

Configuring, Running, and Exporting...
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Describe how to troubleshoot data warehouse jobs.

Describe the data warehouse cubes in Service Manager. Module 12: Advanced Troubleshooting and Disaster Recovery. In this module, you will learn some of the advanced troubleshooting techniques used to resolve problems in the data warehouse jobs.

Performing Advanced Troubleshooting in Service Manager.

Performing Disaster Recovery in Service Manager. Lab: Performing Disaster Recovery in Service Manager.

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Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.

Creating New and Customized Forms by Using the Service Manager Authoring Tool. Lab: Creating Customized Forms by Using the Authoring Tool.

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Seal the Management Pack.

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**Flere Informationer:**

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00
training@globalknowledge.dk
www.globalknowledge.com/da-dk/

Global Knowledge, Stamholmen 110, 2650 Hvidovre